



eCommunications Update

Presented to State of Kansas

October 2013

What's new for State of Kansas employees?

Enhancements to Coventry's eTools better enable state employees to control their health and benefits experience:

- My Online ServicesSM
- My Cost of Care – Treatment Cost Calculator
- Coventry[®] Mobile

My Online ServicesSM



MYONLINE SERVICES.

Your Health Care. Simplified.

We've cleared the path for *you* to control your own health care.

Welcome to My Online ServicesSM

Make the most of your health and benefits online:

- Access valuable health and wellness tools
- View your claims and benefit usage details
- Sign up to receive email notifications for new explanations of benefits (EOBs), if they are available for your plan
- Request, display or print your member ID card
- And much more

Not registered? Do so today! We've made the process easier to get started. Or log in if you already have an account.

Have dependents? We've made it easier for you to access their information. We've also updated the options for family access. [Learn more](#)

On the go? Use [Coventry Mobile](#).

To best view this site, your screen resolution should be set at 1024 x 768 or higher.

Member Login

Username

[Forgot Username?](#)

Password (Case sensitive)

[Forgot Password?](#)

[Forgot Username & Password?](#)

[Submit Login](#)

Register Now

Create an account to use the secure features and tools for managing your health information.

[Register Now](#)

[Take the Guided Tour](#)

[View the alternate text version](#)

August 2012 Enhancements

December 2012 Enhancements

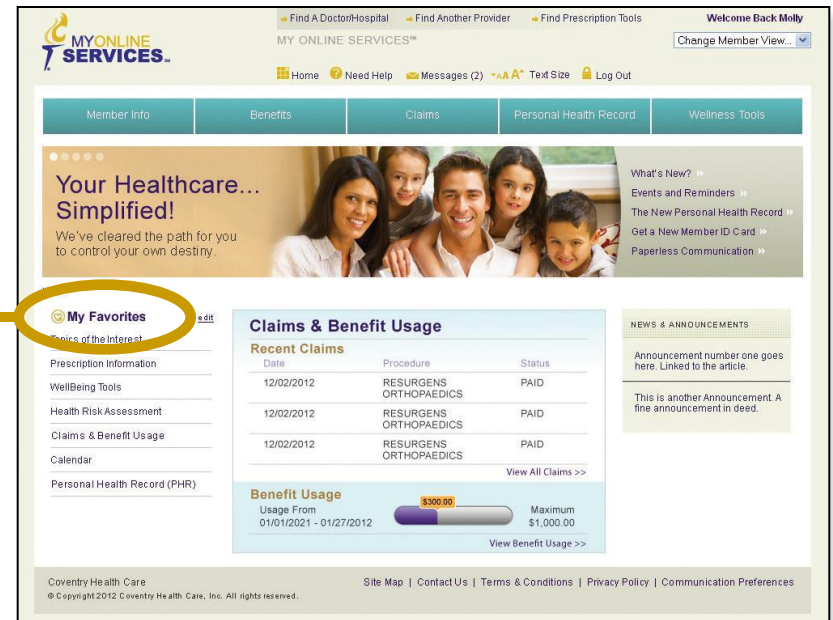
May 2013 Enhancements

<https://member.cvty.com>

My Online Services

August 2012 Enhancements:

- New website design:
 - More intuitive user interface with less clicks and less scrolling
 - Customizable home page built around a dashboard view of the member's personal health record
 - New "My Favorites" section
 - New layout on key pages (i.e., Claims and EOBs, Health Information Library and Interactive Tools Page, etc.)
- New marquee panels:
 - Topics include Coventry Mobile, Go Paperless, Family Access Settings, and two health topics



My Online Services (cont.)

December 2012 Enhancements:

- Registration is now a 2-step process (instead of 3)
- Full online access to all dependents under the age of 14
 - View only access is eliminated
- New employees can now register before their effective date

The image displays two side-by-side screenshots of the 'My Online Services' registration interface. The left screenshot shows 'Step 1: Member Validation' with fields for Member ID, Postal or ZIP Code, Date of Birth, Email Address, and Confirm Email Address. It also includes sections for 'Subscribing Members' and 'Non Subscribing Members 14 and over'. The right screenshot shows 'Step 2: Security Information' with fields for Username, Password, and Secret Question. Both screenshots include a 'Need Help?' link and 'Cancel', 'Reset Form', and 'Continue' buttons. The Coventry Health Care logo is visible in the top right corner of the right screenshot.

Step 1: Member Validation (Enter your information)

Member ID: Your ID includes all 11 digits (including the two digits after the period (.) or asterisk (*). Example: 12345678901 or 12345678901. Do not use spaces or dashes.

Subscribing Members: (If your member ID ends in 01, you are the subscribing member. If you are the subscribing member, you will automatically be given access to any of your dependents under the age of 14.)

Non Subscribing Members 14 and over: The registration information you provide must be your own personal information.

Members 13 years old and younger: You cannot register on My Online Services (MOS) until your 14th birthday.

Enter Entire Member ID: * Required

Postal or ZIP Code:

Date of Birth:

Email Address:

Confirm Email Address:

Mobile Phone Number (Optional)

☐ I read the [User Agreement](#) and agree to the Terms & Conditions.

☐ The registration information I am providing is my own personal information or the information of a person for whom I have the appropriate authority.

[Need Help?](#) [Cancel](#) [Reset Form](#) [Continue](#)

Step 2: Security Information (Create a Password)

Username Requirements

A Username may be:

- your email address or
- a name you select.

A Username:

- must contain 6-20 characters
- must not contain 0-digit numbers such as a Social Security Number (SSN) or Member ID

First Name: * Required

Last Name:

Username: ☐ User email address as Username [Check Availability](#)

Password Requirements

A Password must:

- be at least 8 characters long
- have at least one uppercase letter
- have at least one lowercase letter
- have at least one number

Password: * Required

Confirm Password:

Secret Question:

Secret Answer: (at least 4 characters)

After you are registered, you may go to Member Information Family Access to grant access to other family members.

[Need Help?](#) [Cancel](#) [Reset Form](#) [Continue](#)

Coventry Health Care
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MHI English Approval: HCU070 Date: 11/19/2008
MHI Spanish Approval: HCU065 Date: 11/19/2010
Page Last Updated: 01/03/2012
CMS Approved Date: Pending CMS Approval
CMS Document ID: Y0022_4006_T111

Coventry Health Care
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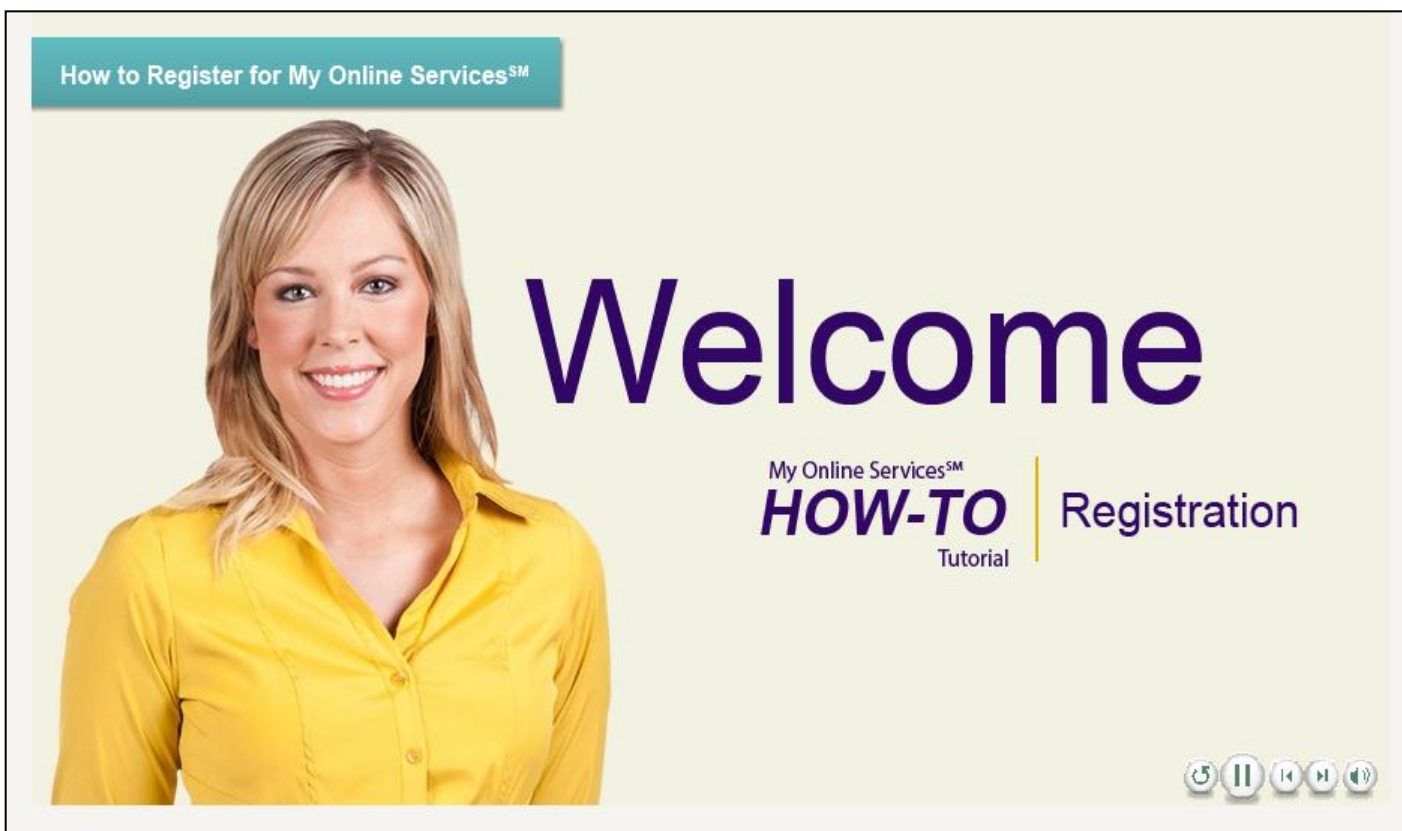
Last Updated: February, 2012

MHI English Approval: HCU070 Date: 11/19/2008
MHI Spanish Approval: HCU065 Date: 11/19/2010
Page Last Updated: 01/03/2012
CMS Approved Date: Pending CMS Approval
CMS Document ID: Y0022_4006_T111

My Online Services (cont.)

As of May 2013:

- New registration “How-To” video available on the login page



My Cost of Care – Treatment Cost Calculator

Wellness Tools > My Cost of Care

- November 2013
- Improves current My Cost of Care tool
- Accessible through My Online Services
- Personalized, real-time cost estimates for most common conditions and procedures
 - Cost estimates for over 300 health care services
 - 12 months of historical Coventry claims/provider data
- Estimate out-of-pocket costs based on member-specific benefits, copay, coinsurance, deductible and out-of-pocket limits
- Providers can view allowed health plan amount paid for procedures and member responsibility

MY COST OF CARE
Treatment Cost Calculator
HOME MY BENEFITS HELP SIGN OUT

Search estimates: **GO**

Browse by:

Treatment & Service types:		
• Health Topics	• Outpatient procedures	• Vaccines & immunizations
• Diseases & Conditions	• Inpatient procedures	• Diagnostic tests & x-rays
• A-Z list of everything	• Office visits	• Lab tests

Hi, I'm Gina. I'm here to provide important information to help you get the most from your benefits and save money.

Set your location to wherever you prefer to go for healthcare services, so we can estimate your cost for specific healthcare providers in your area.

YOUR LOCATION
Street address not specified
Einhurst, IL 60126

Take control of your health care costs and quality.
This tool uses your [benefits and](#)

MY COST OF CARE
Treatment Cost Calculator
HOME MY BENEFITS HELP SIGN OUT

New estimate: **GO**
Or browse by ▼

GENERAL ESTIMATE FOR [Back](#) [Open as PDF](#) [Email as PDF](#)

Abdominal aortic aneurysm repair

This surgery is to fix a bulging, weak area (aneurysm) in your aorta. [More](#)

Back

Your likely out-of-pocket cost is:

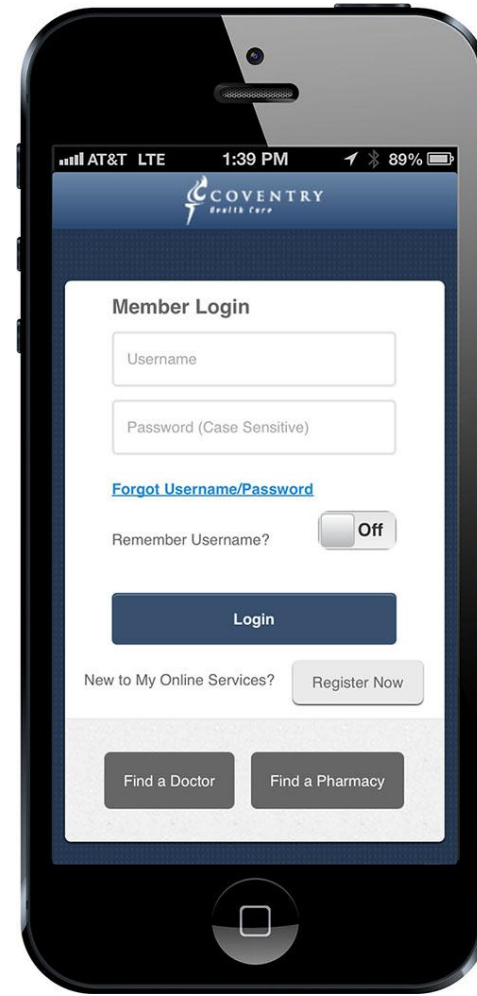
\$520

Based on average costs for in-network healthcare providers in Suburban Chicago IL

How is this calculated?

	In-Network	Out-of-Network
Your Share - Likely	\$520	\$41,570
Deductible	\$500	\$1,000
Copayment	\$20	\$50
Coinsurance	\$0	\$0

Coventry[®] Mobile App



August 2012 Enhancements

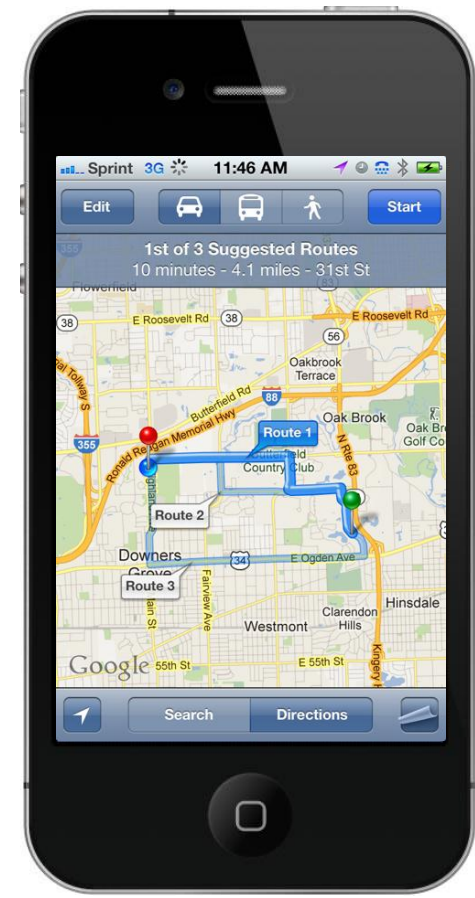
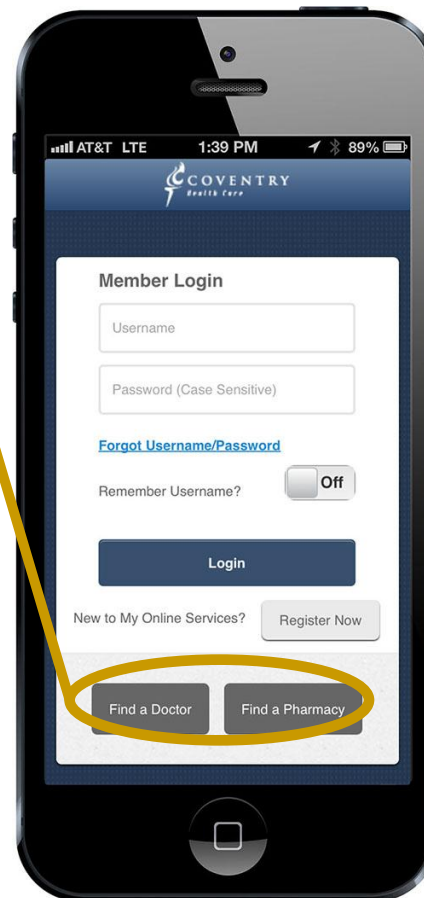
September 2012 Enhancements

January 2013 Enhancements

Coventry Mobile Enhancements

August 2012 Enhancements:

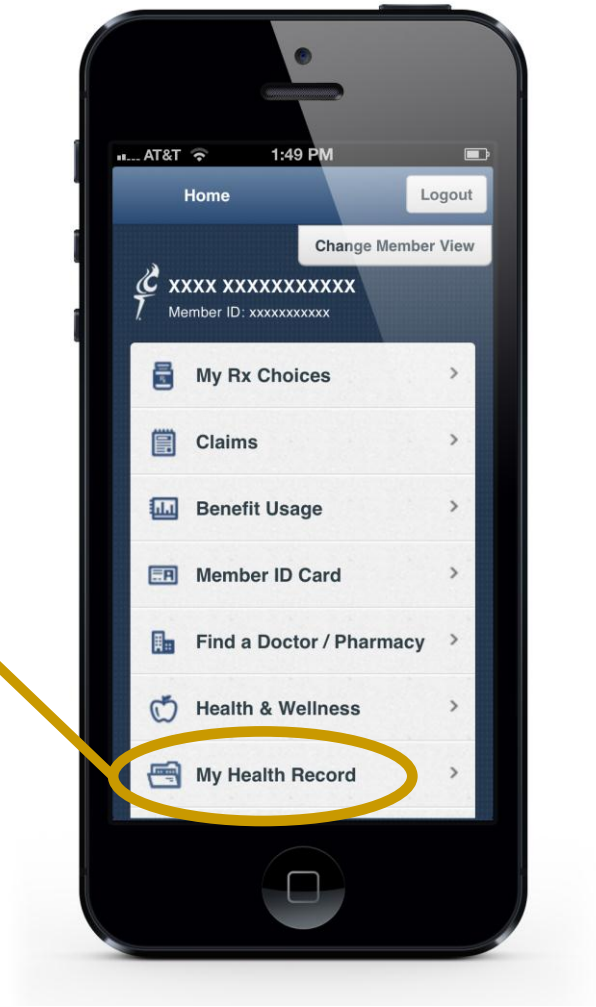
- Provider search:
 - Available without needing to register or log in!
 - Enter location by using the smartphone's GPS or by ZIP Code
 - Search by name, condition, specialty or procedure type
 - Sort preferences based on name or distance
 - View address info and a map with optional driving directions
 - Dial a participating provider direct
- Ability to register on the app
- Added more choices to My Health Record:
 - Family history
 - Medical procedures



Coventry Mobile Enhancements (cont.)

September 2012 Enhancements:

- Check medical claim status and view detailed summaries
- Change member view
- Ability to update My Health Record info through the app:
 - Current medications
 - Allergy and immunization details
 - Etc.



Coventry Mobile Enhancements (cont.)

January 2013 Enhancements:

Health and Wellness:

- Symptom Checker:

- Select who has the problem
- Answer a series of questions related to the problem area (e.g., head, chest, arms, etc.)
- View suggested treatment information

- Conditions and Wellness:

- Enter a search term or filter (a to z) to find information
- Learn based on:
 - Definition
 - Symptoms
 - When to call a doctor
 - Exams and tests
 - Prevention
 - Home treatment
 - Medications
 - Surgery



Coventry Mobile Enhancements (cont.)

Reminder: State of Kansas employees have secure access to their health and benefits information anytime, anywhere!

- Free to use and it's simple to register*
- The app is compatible with:
 - Android™ smartphones with OS 2.2 or later, and tablets with OS 3.0 and later
 - iPhone®, iPad® and iPod touch® with iOS version 5.1 or later
- It's easy to get started:
 1. Scan the QR code
 2. Search for “Coventry” in the App StoreSM or Google PlayTM
 3. Enter m.cvty.com in a mobile Web browser



*Username and password are the same on the app and My Online Services.

